

# Arizona Department of Health Services

## Division of Behavioral Health Services

### PROVIDER MANUAL

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### **9.1.1 Introduction**

Behavioral health agency staff must participate in appropriate training, education, and technical assistance in order to effectively meet the requirements of the ADHS/DBHS public behavioral health system. ADHS/DBHS requires that behavioral health providers receive certain training with the intended purpose of meeting the following goals:

- To promote a consistent practice philosophy;
- To assist behavioral health providers in developing a qualified, knowledgeable and culturally competent workforce;
- To provide timely information regarding new initiatives and best practices that impact the delivery of behavioral health services; and
- To ensure that services are delivered in a manner that results in achievement of the Arizona System Principles, including the Arizona Children's Vision and Principles and Principles for Persons Determined to have a Serious Mental Illness.

The intent of this section is to provide information to behavioral health providers regarding the scope of required training topics, how training needs are identified for behavioral health providers and how behavioral health providers may request specific technical assistance from contracted T/RBHAs.

### **9.1.2 References**

- [AHCCCS/ADHS Contract](#)
- [ADHS/T/RBHA Contract](#)
- [R6-5-5850](#)
- [R9-20-1502](#)
- [Credentialing and Privileging Section](#)
- [Quality Improvement Projects Section](#)
- [ADHS/DBHS Policy 2.44, Behavioral Health Category Assignment](#)

### **9.1.3 Scope**

**To whom does this apply?**

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This section applies to all behavioral health providers delivering services within the ADHS/DBHS public behavioral health system.

#### **9.1.4 Did you know...?**

- Under the direction of the ADHS/DBHS Medical Director and Assistant Medical Director, the Department has researched and published several Clinical Guidance Documents to assist behavioral health providers in Arizona's public behavioral health system. These documents are known as Clinical Practice Guidelines, Practice Improvement Protocols (PIPs), and Technical Assistance Documents (TADs). The clinical guidance documents can be accessed at <http://www.hs.state.az.us/bhs/guidance/guidance.htm>.
- ADHS/DBHS monitors the T/RBHAs to ensure that behavioral health providers receive all required training.
- ADHS/DBHS requires T/RBHAs to consult with behavioral health recipients regarding what training topics are necessary, how training curriculum is developed and how training content must be presented.
- In addition to the required training content areas, T/RBHAs must ensure that appropriate training is available to behavioral health providers when deficiencies are identified.

#### **9.1.5 Objectives**

To ensure that behavioral health providers have the necessary knowledge and skills to successfully provide quality services to persons receiving services in the public behavioral health system.

#### **9.1.6 Procedures**

##### **9.1.6-A. Required training for behavioral health providers**

The following is a list of training topics that behavioral health providers must receive within a reasonable timeframe of beginning to provide services. [This section does not apply to community service agency providers (see subsection 9.1.6-C) and therapeutic foster care home providers (see subsection 9.1.6-B)]:

- Information on the T/RBHA, the public behavioral health system and other state agencies;
- Information regarding the appropriate clinical approaches when delivering services to children in the care and custody of ADES/DCYF;
- Cultural competency;
- ADHS/DBHS system principles;
- Overview of Arizona behavioral health system policies and procedures;
- Eligibility and enrollment;
- Screening and referral;
- Child and family team practice;
- Behavioral health record documentation requirements;
- Use of assessment tools;
- Coordination of care requirements with PCPs and other government entities;
- Sharing of treatment/medical information;
- Confidentiality;

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- Best practices in the treatment and prevention of behavioral health disorders, including the ADHS/DBHS Clinical Guidance Documents;
- Management of difficult cases, including high-risk persons and persons that are court ordered for treatment;
- Covered services (including information on how to assist persons in accessing all medically necessary covered services regardless of a person's behavioral health category assignment or involvement with any one type of service provider);
- Early, Periodic, Screening, Diagnosis and Treatment (EPSDT) Program;
- Eligible and enrolled person's rights and responsibilities;
- Grievances and request for hearings;
- Client rights;
- Customer service (i.e. responses to complaints);
- Fraud and abuse requirements and protocols;
- Managed care concepts;
- Recognizing common symptoms of mental disorders, personality disorders, or substance abuse; and
- Ethical behavior such as staff and client boundaries.

#### **9.1.6-B. Required training specific to therapeutic foster care homes**

Therapeutic foster care home providers who serve children and adults must complete the following training to prepare and comply with training requirements listed in R6-5-5850 (for children) and R9-20-1502 (for adults).

Therapeutic foster care homes for children:

- Prevention of violent behaviors;
- Behavioral health management of crisis situations;
- Symptomatology of persons diagnosed with behavioral health problems;
- Effects of medication;
- Behavior management skills;
- Behavior management activity supervision;
- Resources for obtaining assistance;
- Record keeping of activities and progress toward service plan goals and objectives; and
- Community living skills training.

Therapeutic foster care homes for adults:

- Protecting the person's rights;
- Providing the behavioral health services that the adult therapeutic foster home is authorized and the licensee is qualified to provide;
- Protecting and maintaining the confidentiality of clinical records; Recognizing and respecting cultural differences;
- Recognizing, preventing or responding to a situation in which a person:
  - May be a danger to self or a danger to others;
  - Behaves in an aggressive or destructive manner;
  - May be experiencing a crisis situation, or
  - May be experiencing a medical emergency;

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- Reading and implementing a person's treatment plan; and
- Recognizing and responding to a fire, disaster, hazard or medical emergency.

Therapeutic Foster Care providers must also complete annual training as required by 9 A.A.C 20 (adults) and 6 A.A.C. 5 (children).

#### **9.1.6-C. Required training specific to community service agencies**

Community service agencies must receive training on the following topics:

- Client rights;
- Providing services in a manner that promotes a person's dignity, independence, individuality, strengths, privacy and choice;
- Recognizing common symptoms of mental disorders, personality disorders or substance abuse;
- Protecting and maintaining confidentiality of person's records and information;
- Recognizing, preventing or responding to a client who may be a danger to self or a danger to others, behave in an aggressive or destructive manner, need crisis services, or be experiencing a medical emergency;
- Record keeping and documentation; and
- Ethical behaviors such as staff and behavioral health recipient boundaries and the inappropriateness of receiving gratuities from a behavioral health recipient.

#### **9.1.6-D. Other situations that may prompt behavioral health provider training**

##### Additional training for specific roles and functions

Additional trainings are necessary for behavioral health provider staff serving in specific roles and functions including, but not limited to:

- Clinical liaisons;
- Behavioral health technicians;
- Child and Family Team facilitators, and
- Persons performing assessments (including strengths and cultural discoveries).

##### Special circumstances

Behavioral health providers may periodically require training or technical assistance under special circumstances. For instance, behavioral health providers may need specific training:

- When delivering services through distinct programs (e.g., assertive community treatment teams) or specialized therapeutic approaches (dialectical behavioral therapy);
- To identify and refer persons who may need special assistance (see [Section 5.4, Special Assistance for SMI Members](#)) when delivering services to persons who have been determined to have a serious mental illness; and
- In response to quality improvement initiatives (see [Section 8.4, Quality Improvement Projects](#)).

#### **9.1.6-E. Training Requests**

Please contact the T/RBHA to find out where and when training is available or to request technical assistance or trainings that are mentioned in this section that may be necessary for your agency/organization to provide quality behavioral health services. **[T/RBHA identify how providers can access these types of trainings and specific contact information]**